

State's Airfare Is Consistently Below National Average

If you have ever wondered just how much the State Travel Office saves in airfare by negotiating special rates with the airlines, take a look at the table below. Our average ticket price is consistently lower than the national average of airfares for domestic flights, and our fares carry no restrictions. The state contract fares save additional state funds by eliminating the cost of lodging for a Saturday night stay.

By contrast, the national fare averages reflected below are not changeable or refundable, require a 14 to 21 day advance booking, and probably require a Saturday night stay.



2003 Domestic Airfares

2002 Domestic Airfares

| Month | State Travel* | National Average** | Month | State Travel* | National Average** |
|-----------|---------------|--------------------|-----------|---------------|--------------------|
| January | \$321.79 | \$499.72 | January | \$286.00 | \$518.27 |
| February | \$242.98 | \$507.49 | February | \$326.00 | \$495.60 |
| March | \$269.71 | \$497.95 | March | \$341.00 | \$534.25 |
| April | \$347.38 | \$504.52 | April | \$357.74 | \$535.05 |
| May | \$352.92 | \$567.38 | May | \$370.90 | \$518.90 |
| June | \$366.89 | \$502.10 | June | \$382.11 | \$504.57 |
| July | \$351.19 | \$495.02 | July | \$344.83 | \$487.44 |
| August | \$318.62 | \$475.65 | August | \$335.40 | \$505.05 |
| September | \$332.22 | \$457.95 | September | \$341.60 | \$510.79 |

*Source: State of Utah Travel Office

**Source: Topaz International, as reported by *Business Travel News*

Travel Briefs

Delta Now Provides Free Audio and Video Entertainment

Delta Airlines has announced that it will now provide complimentary audio and video entertainment in all cabins. The change eliminates the \$5 in-flight entertainment fee in economy class.

Travelers may enjoy the free entertainment by bringing their own headsets or by purchasing headsets in-flight for \$2. These headsets are yours to keep for use on future flights. The State **will not reimburse you** for the cost of the headsets.



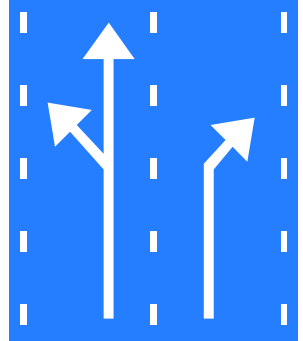
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New Traffic Lanes Will Reduce Congestion In Front of Terminals

According to Christopherson Travel's December 2003 *Traveletter*, Salt Lake City International Airport is currently completing a \$3.6 million Terminal Roadway Improvement Project that opens a new set of traffic lanes in front of Terminals 1 and 2. The new lanes are designed to ease congestion, impose some traffic order, and take airport security officers off the job of harassing drivers to keep moving.

The new configuration is essentially a ground level version of the upper and lower level departure and arrival areas used at major airports. The middle set of lanes will be for drop-offs, while pickups will be directed to a new set of outer lanes. Drivers will gain approximately 1,300 feet of new curb space.

Segregating the two groups should restore some order to the chaotic curbside scene at peak times, airport officials hope. "We need a safer environment for drop-offs and those passengers using the sky cap service," said Airport Director of Engineering Kevin Robins. Security in the new load/unload zones will be maintained, and drivers will still not be allowed to linger curbside and wait for their passengers.



Donate Your Frequent Flyer Miles to Get Soldiers Home

If you have more frequent flier miles than you can use before the deadline, consider donating them to help service men and women on leave from Iraq reach their home destination.

Operation Hero Miles (www.heromiles.org) benefits the more than 470 soldiers who arrive in the U.S. each day on the Rest & Recuperation (R&R) program. These soldiers are flown by the military to Germany or to one of three U.S. airports. Soldiers must currently pay for their own connecting flights to their home destinations.



Airlines accepting donations of frequent flyer miles are Delta, AirTran, American, PanAm, Southwest, and United. ➔

Travelers Wait Longer for Check-In Than for Security*

Passenger Screening Checkpoint Waiting Times**

| | |
|----------------------|-------------------|
| Less than 15 minutes | 55% |
| 15 to 30 minutes | 40% |
| More than 30 minutes | 5% |
| Average Time | 14 minutes |

Airline Ticket Counter Waiting Times**

| | |
|----------------------|-------------------|
| Less than 15 minutes | 37% |
| 15 to 30 minutes | 47% |
| More than 30 minutes | 16% |
| Average Time | 22 minutes |

*Source: U.S. Department of Transportation, as reported in *Business Travel News*

**Times are for August 2003

Salt Lake Airport Ranks High In Nonstop Destinations

The Salt Lake City International Airport ranked 22 nationally based on the number of scheduled nonstop flights from Oct. 1, 2003 to Sept. 30, 2004. By February, Delta plans to boost the number of nonstop destinations by nine, raising Salt Lake's total to 77 and upping their ranking to 18—above Los Angeles. The table below illustrates current standings.

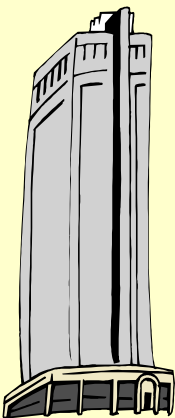


Top 25 Airports by Number of Nonstop Destinations*

| | | | | | |
|----|-------------------|-----|-----------|-----------------------|-----------|
| 1 | Atlanta | 147 | 14 | Las Vegas | 87 |
| 2 | Dallas/Ft. Worth | 132 | 15 | Philadelphia | 82 |
| 3 | Minneapolis | 130 | 16 | Memphis | 81 |
| | Chicago O'Hare | 130 | 17 | Cleveland | 78 |
| 5 | Denver | 120 | | Orlando | 78 |
| | Cincinnati No. KY | 120 | 19 | Los Angeles | 76 |
| 7 | Houston | 119 | 20 | Seattle/Tacoma | 74 |
| 8 | Detroit Wayne Co. | 118 | 21 | New York La Guardia | 71 |
| 9 | Pittsburgh | 103 | 22 | Salt Lake City | 68 |
| 10 | Charlotte | 93 | 23 | Washington Dulles | 66 |
| 11 | St. Louis | 92 | | Boston Logan | 66 |
| 12 | Phoenix | 91 | 25 | Washington Reagan | 65 |
| | Newark | 91 | | | |

*Source: OGA Worldwide, as reported in the *Christopherson Traveletter* for December 2003

Hotel Room Rates Expected To Rise*



| City | Average Room Rate | |
|------------------|-------------------|--------|
| | 2003 | 2004** |
| Atlanta | \$ 79 | \$ 81 |
| Boston | \$130 | \$134 |
| Chicago | \$111 | \$113 |
| Los Angeles | \$ 94 | \$ 97 |
| Miami | \$102 | \$105 |
| New York | \$187 | \$193 |
| San Diego | \$113 | \$116 |
| San Francisco | \$128 | \$132 |
| Seattle | \$101 | \$104 |
| Washington, D.C. | \$154 | \$159 |

*Source: Smith Travel Research, as reported in *Business Travel News*

**Projected Rate